

# Bootcamp Catalogue

Leadership and workplace culture

## Empower your team with high-quality, curated, industry-specific training

Looking to upskill your aged care team quickly and efficiently? Ageing Australia's bootcamps offer short, high-impact training designed for immediate application in your workplace. Perfect for time-poor environments, our flexible bootcamp format allows you to build your own training bundle of 4 or more topics tailored to your organisation's needs. Delivered via Zoom, each bite-sized session covers core leadership skills and promotes an agile and innovative workplace culture.

Contact [training@ageingaustralia.asn.au](mailto:training@ageingaustralia.asn.au) to learn more about building a timely solution that aligns to your schedule.

### The Generational Mashup

45 minutes

For the first time ever, we now have five different generations present in the workplace, from Traditionalists and Baby Boomers right through to Gen Z. While the multigenerational workforce poses some challenges, it's also a moment to celebrate. If we look more closely at what is common across all generations, we can resist the limitations of age-based stereotypes and harness the full potential of generational diversity. We can foster a culture of respect and inclusion that turbo-charges our ability to retain great people.

#### Learning outcomes -

- ✓ Embrace the strengths of each generation
- ✓ Think stage, not age
- ✓ One size fits no-one
- ✓ What every generation wants at work

#### Target audience -

Human resources employees, managers and team leaders

### Staying Power

45 minutes

From the moment someone looks at your job opening, to the time they leave your organisation, everything that person learns, does, sees, and feels contributes to their experience. And how they rate that experience has a huge impact on how long they stay. This session explains why we need a mindset shift in the way we think about the world of work and what people want from employment.

#### Learning outcomes -

- ✓ Understand the evolution to an experience economy
- ✓ Why this is vital for recruitment and retention
- ✓ What people want from their work
- ✓ Why people stay

#### Target audience -

Human resources employees, managers and team leaders

### Mapping the Journey

45 minutes

The workplace has changed dramatically over the last 5 years. To attract and retain good people, our understanding of the employee journey needs to flex and change too. Each stage of the journey is an opportunity to connect and strengthen relationships with the kind of people we know will be the best fit for our organisation.

#### Learning outcomes -

- ✓ Plot the 'real journey'
- ✓ Create an accurate empathy map
- ✓ Build, measure and learn with design thinking

#### Target audience -

Human resources employees, managers and team leaders

### Moments that Matter

45 minutes

Our lives are shaped by defining moments - short, memorable, and meaningful experiences that create a lasting impact. By paying attention to certain phases, stages, and events in the employee journey, we can create more of these impactful moments. We can apply time, effort, and strategic thought to craft defining moments that shape memories and change perceptions. When people have a choice to make about who they want to work for, it's these occasionally remarkable moments that make all the difference.

#### Learning outcomes -

- ✓ Examine key moments that matter
- ✓ Explore belonging and connection
- ✓ Understand learning and mastery
- ✓ Recognise the importance of validation and appreciation

#### Target audience -

Human resources employees, managers and team leaders

### Psychological Safety

45 minutes

More than a 'buzz word' creating psychological safe workplace fosters communication and collaboration, positive role-modelling, problem solving and conflict management, safety and security, fairness and integrity among employees. A workplace culture that supports employees' needs, values, and strengths creates a sense of belonging and well-being, assisting employees to feel respected and valued, empowered to perform at their best and contribute more effectively to the organisation's goals and client service outcomes.

#### Learning outcomes -

- ✓ Outcomes of an absence of psychological safety
- ✓ Understand the core attributes of psychological safety, why they are important and how they contribute to personal wellbeing
- ✓ How to promote and support psychological safety
- ✓ Actionable steps to improve self-care and personal wellbeing

#### Target audience -

Anyone in a leadership role

### Emotional Intelligence

45 minutes

Great leaders have emotional intelligence. They understand that people respond differently to everyday challenges and the ebb and flow of aged care workplace interactions. Smart leaders know how to work well with others, manage stress, make effective decisions and inspire others to positive action. They know how to support and encourage their teams to do the same. This session will help you understand the core elements of emotional intelligence, why they are important and how to improve your skills in this vitally important area.

#### Learning outcomes -

- ✓ How to recognise and validate emotions
- ✓ Understand and utilise emotional signals more effectively
- ✓ Respond calmly in emotional contexts
- ✓ Use curiosity to improve relationships and communication
- ✓ Foster a more engaged and resilient culture

#### Target audience -

Anyone in a leadership role

### Transitioning to Leadership

45 minutes

Feeling a bit overwhelmed in your new management role? Whether you're now leading a team of former colleagues or just starting out as a manager, this session provides practical tips and tools to help you navigate your new responsibilities with confidence. Learn how to communicate well, set clear goals and expectations, and reframe the way you engage with your team as you transition from mate to manager.

#### Learning outcomes -

- ✓ How to deal with imposter syndrome
- ✓ How to set new expectations
- ✓ How to foster trust in your new role as leader

#### Target audience -

All workers new to a leadership role

### Speaking Up

45 minutes

Speaking up with honest opinions, critical feedback or unpopular information requires confidence, courage, empathy, and skill. Especially when it involves people who have higher levels of influence, authority, status, or power. This session is designed to ease the nerves you may feel about questioning the status quo, challenging entrenched interests, or advocating for those who may be marginalised or disadvantaged. The tips and tools will help ground you so you feel more comfortable with the discomfort of expressing your 'great idea' or request for 'support'. It will help you choose the right moment to have one of those pivotal conversations that can drive positive change and progress as well as foster more transparent and accountable governance, leadership and organisational practices.

#### Learning outcomes -

- ✓ Articulate honest opinions and providing critical feedback
- ✓ Implement timing and communication techniques to promote positive change, foster transparent governance, and advance organisational practices towards greater accountability and inclusivity.

#### Target audience -

Anyone in a leadership role

### Feedback for Performance

45 minutes

Effective feedback bridges the gap between expectation and reality. It's a fundamental aspect of healthy and productive work environments and makes possible the kind of improvements, innovations, creativity and solutions we know we need for optimal performance. And yet feedback conversations are often the ones we may often avoid or feel most anxious about. This bootcamp introduces you to an easy-to-follow feedback framework that will help you confront tough issues with confidence and skill, enrich relationships through honest, respectful discussion, and provide the right kind of encouragement and guidance for responsible action and change.

#### Learning outcomes -

- ✓ Apply a simple framework for giving feedback
- ✓ Enact change through conversation
- ✓ Know when to correct, or coach, or cheer people on
- ✓ Help people take ownership for their own development

#### Target audience -

Anyone in a leadership role

### Communicate with Confidence

45 minutes

Ready to boost your communication skills? This bootcamp is ideal for managers who want to connect better with their teams and their clients. We'll cover some quick and easy ways to frame tough conversations, really listen to what people are saying, and respond with empathy and understanding. You'll also learn how to use positive language and keep your cool, even when things get stressful.

#### Learning outcomes -

- ✓ How to prepare for any kind of conversation
- ✓ How to engage people with active listening
- ✓ How to use positive language for better feedback, goal setting and problem-solving

#### Target audience -

Anyone in a leadership role

### Managing Conflicts

45 minutes

Conflict can be challenging and exhausting and it is human nature to avoid. Doing so however, has detrimental outcomes for your team both in lack of resolution and increased stress. Learn some fundamental strategies that enable workers to reduce stress, resolve conflict, and communicate with confidence and clarity. Learn tips to communicate calmly and show empathy for concerns while keeping things professional. This includes how to de-escalate and reduce tension, work together on solutions, set boundaries, and when to ask for extra support.

#### Learning outcomes -

- ✓ How to stay calm – before, during and after
- ✓ How to de-escalate tension
- ✓ How to validate emotions and clarify expectations
- ✓ Better understand the causes and contexts of conflict

#### Target audience -

All workers

### Coaching for Excellence

45 minutes

Coaching is the art of helping other people discover insights about themselves that unlock their own potential. The quality of our coaching is directly related to the quality of the questions we ask. The key to great coaching is saying less and asking more. This bootcamp will equip you with a set of simple but insightful questions that will transform how you lead and support your team. It will give you the tools you need to create opportunities for people to find their own way, make their own informed choices and learn to trust their own wisdom.

#### Learning outcomes -

- ✓ Produce a repertoire of thought-provoking questions aimed at unlocking individuals' potential and fostering self-discovery
- ✓ Create environments conducive to self-directed learning and decision-making among team members

#### Target audience -

Anyone in a leadership role

### Facilitated by Bruce Williams



Bruce Williams is a training specialist, consultant and former university lecturer who has spent more than four decades helping leaders and teams work together with less stress and more “Yes!”. Drawing on a long career in leadership development, communication, and studying human behaviour, he blends practical tools with sharp insight and a healthy dose of humour to make complex people issues easier to navigate. Bruce has designed and delivered leadership programs, workshops and coaching across multiple sectors – aged and community care, law, finance, allied health, education, government, manufacturing, construction, and social enterprise. Whether he is speaking to newly appointed leaders or seasoned executives, Bruce’s sessions are engaging, practical and refreshingly no-fluff – helping managers understand how other people tick so they can build productive, resilient, human-centred cultures together.